

September 9, 2002

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| DIRECTIVE: | JOB CORPS PROGRAM INSTRUCTION NO. 02-02 |
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TO:

ALL JOB CORPS NATIONAL OFFICE SENIOR STAFF
ALL JOB CORPS REGIONAL DIRECTORS
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS AND CTS CONTRACTORS

FROM:

RICHARD C. TRIGG
National Director
Office of Job Corps

SUBJECT: Modifications to the Job Corps Student Satisfaction Survey

1. Purpose. To provide information about modifications to the Job Corps Student Satisfaction Survey that will become effective for the September 2002 survey administration.

2. Background. Job Corps operates as a Career Development Services System (CDSS). Therefore, it is important that the Student Satisfaction Survey – Job Corps’ primary vehicle for measuring students’ experiences and gathering information that can be used as a guide for improving student life on center – directly measures students’ experiences with services associated with CDSS. Job Corps also recognizes that a number of students nationwide can provide more accurate and complete data if given an opportunity to complete a survey written in Spanish rather than English. Accordingly, Job Corps has developed a Spanish version of the survey.

3. Survey Modifications. Beginning September 2002, the Student Satisfaction Survey will include eight (8) new questions directly related to CDSS. These questions, which were developed with input from students as well as national office, regional office, and center staff, will elicit more information about students’ perceptions of career development systems on their center. Six (6) questions will be removed from the survey in order to accommodate the new CDSS questions. Further, based on feedback from students and staff, two (2) existing survey questions will be modified. A summary of these changes is provided in the Attachment.

4. Spanish Version. A Spanish language version of the Student Satisfaction Survey will be made available to all centers beginning September 2002. Each center will receive copies of both the English and Spanish versions in advance of the September survey administration. In addition, a separate Spanish protocol will be sent to all centers describing the procedures for administering the survey in Spanish.
5. Customized Data Reports. All Job Corps regional directors and center directors will continue to receive customized reports with quarterly survey results. Beginning with the September 2002 administration, these reports will be revised to reflect modifications to the survey instrument.
6. Action. Center directors should share this Notice with staff, and should ensure that staff involved in the survey administration thoroughly review and understand the new Student Satisfaction Survey instrument and protocol. Regional directors should ensure that all project managers understand the new survey and protocol, and that they are able to provide technical assistance to centers in resolving issues with the administration of the survey and the interpretation of results. All necessary action should be taken before the survey is administered during the week of September 23, 2002.
7. Expiration Date. Until superseded.
8. Inquiries. Direct any inquiries to Jennie Pittman, at 202/693-3104, or e-mail JPittman@doleta.gov.

Attachment

Summary of Student Satisfaction Survey Modifications

| Question Number | New CDSS Questions ADDED to the Survey |
|-----------------|--|
| 9. | Staff helped me make a Personal Career Development Plan (PCDP). |
| 10. | At Job Corps I have received help writing a resume. |
| 11. | At Job Corps I have improved my computer skills. |
| 12. | Job Corps has helped me learn how to look for a job. |
| 13. | If I need help after I leave Job Corps, I know of at least one staff member who would help me. |
| 15. | I talked to a staff member about my career goals. |
| 16. | A staff member talked to me about how to act when I go on a job interview. |
| 17. | A staff member talked to me about the services that are available to me after I leave Job Corps. |
| | Questions REMOVED from the Survey |
| 21. | A staff member – such as a counselor or a teacher – talked to me about my goals and how to meet them. |
| 28. | I treated people better because of my social skills training (SST). |
| 29. | My vocational instructors expected me to behave as if I was on a job. |
| 32. | Staff members – like teachers, vocational instructors, and residential advisors – make sure that students picked up after themselves. |
| 39. | How often did you eat with students who are from a different ethnic/racial background than you? |
| 40. | How often did you feel uneasy being in the cafeteria because of the way other students acted? |
| | Questions REVISED on the Survey |
| 35. | How often did other students say things to you to make you “feel small”? Revision: (39.) How often did other students say things to you to make you feel like you are not important? |
| 31. | I was treated with care and respect at the health care center. Revision: (36.) I was treated with care and respect by the medical staff on center. |